

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

LOTTERY SALES MANAGER

JOB DESCRIPTION

Employees in this job serve as managers directing the work of lottery sales representatives. The employee, in a supervisory capacity under general or administrative supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action. The work requires thorough knowledge of the policies, procedures, and regulations of professional sales methods and techniques, and some knowledge of supervisory techniques and personnel policies and procedures.

There are three classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title – Lottery Regional Sales Manager-2

Lottery Regional Sales Manager-13

The employee functions as a first-line professional manager of professional positions in a standard work area, a first-line professional manager of a professional position in a complex work area, a first-line professional manager of nonprofessional positions in a complex work area, a first-line manager of a professional position in a standard work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a standard work area receiving executive direction.

Position Code Title – Lottery Regional Sales Manager-3

Lottery Regional Sales Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area, as a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

Position Code Title – Lottery Regional Sales Manager-4

Lottery Regional Sales Manager 15

The employee functions as a first-line professional manager of professional positions in a complex work area receiving executive direction, a second-line professional manager of professional positions in a complex work area, a second-line manager of professional positions in a standard work area receiving executive direction, or a third-line professional manager of professional positions in a standard work area.

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JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Maintains contact with retail and chain store management to obtain current information regarding market conditions.

Acts as liaison between retail agents and lottery management to resolve problems and respond to inquiries.

Ensures timely execution of sales plans and incentive programs.

Participates in promotional campaign development to improve lottery sales.

Recommends promotional activities specific to individual retailers' needs.

Conducts analysis of market conditions and determines strategies to improve sales.

Directs and participates in the research and analysis of sales and marketing strategies.

Establishes operating procedures applicable to the sales and marketing area.

Develops and maintains forms used to document and review sales transactions.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Thorough knowledge of sales and marketing procedures and practices.

Thorough knowledge of the principles and practices of market structure analysis.

Thorough knowledge of laws, rules, and regulations relative to issuance and sale of lottery tickets.

Some knowledge of training and supervisory techniques.

Some knowledge of employee policies and procedures.

Some knowledge of equal employment practices.

Ability to instruct, direct, and evaluate employees.

Ability to analyze and appraise facts and precedents in making management decisions.

Ability to supervise sales and marketing work involving reviews and evaluation, program development, and program planning and implementation.

Ability to quickly interpret sales data and recommend proper courses of action.

Ability to collect and interpret information and prepare concise reports.

Ability to maintain favorable public relations.

Ability to communicate effectively.

Ability to work under rigid time deadlines.

Working Conditions

Some jobs require an employee to travel.

Physical Requirements

None.

Education

Possession of a bachelor's degree in business administration with a major in sales, marketing, or a related field.

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Experience

Four years of consumer product sales experience involving direct sales of tangible products to retail operations in an assigned geographical area or specified route, including two years of professional experience equivalent in responsibility to a Lottery District Sales Representative P11

OR

One year of experience equivalent in responsibility to a Lottery District Sales Representative 12.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

LOTSLSMGR

Job Code Description

Lottery Sales Manager

Position Title

Lottery Regional Sales Manager-2

Lottery Regional Sales Manager-3

Lottery Regional Sales Manager-4

Position Code

LOTTMGR2

LOTTMGR3

LOTTMGR4

Pay Schedule

NERE-182

NERE-186

NERE-188